

RO Webinar Series

From "Every Shift is Different" to Consistent Execution:
Closing the Systems Gap

Welcome!

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Presenters



Chip Romp
Sr. Director, Workforce & Business Services



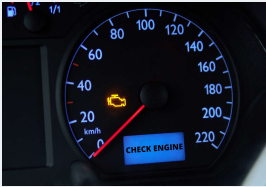
Kelli Laube
Product & Training Specialist

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"That shift was chaotic!"





From Acceptance to a Signal

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Today's Agenda: Closing the Systems Gap

1. Find your highest-cost inconsistency zones
2. Turn tribal knowledge into systems
3. Leave with your first core systems to standardize



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Do You Have a Systems Gap?





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What Inconsistency Really Costs You



Team burnout



Margin leaks



Guest trust



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High-Cost Inconsistency Zones



- 1. BOH execution
- 2. FOH experience
- 3. Shift Leadership Execution
- 4. Training Consistency
- 5. Staffing & Scheduling Execution



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How to Spot High-Cost Inconsistency Zones





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Every Effective System Has Four Parts

- 1. Clear outcome
- 2. Defined steps
- 3. Simple tools
- 4. Verification

Tip: Turn Tribal Knowledge into Systems





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#1: Clear Outcomes

"What does SUCCESS look like?"

Insight: If two people disagree whether it was done well, the outcome isn't clear enough.





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#2: Defined Steps

"What are the exact STEPS to get there?"

Insight: If shortcuts appear, the steps are either unclear or unrealistic.





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#3: Simple Tools

"What SUPPORTS the steps?"

Insight: If a tool isn't used under pressure, it isn't a tool – it's paperwork.





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#4: Verification

"How do we KNOW it worked?"

Insight: What isn't checked eventually stops happening.



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Let's Create a System!



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Example: Table Cleanliness

1. Clear outcome

Dining room tables are cleaned and reset within 2 minutes of guests leaving



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Example: Table Cleanliness

2. Defined Steps

- 1) Clear all dishes, trash, and used items
- 2) Wipe & sanitize the table surface
- 3) Clean seats & surrounding area if needed
- 4) Reset table with required items
- 5) Complete within 2 minutes





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Example: Table Cleanliness

3. Simple Tools

- Sanitizer spray
- Clean microfiber towel
- Table reset guide/checklist





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Example: Table Cleanliness

4. Verification

- Manager or shift lead conducts table checks every hour
- Random observations confirm tables are reset correctly and within the 2-minute standard
- Guest complaints related to table cleanliness are tracked and reviewed





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Start with these Core Systems

What systems will have the fastest return and biggest impact on my guests?



- Inventory & Ordering
- Recipes & Portion Control
- Guest Greeting & Seating
- New Hire Onboarding
- Opening/Closing Procedures



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Your Action This Week

Pick One Zone
Ex: Training Consistency

Create One System
Ex: Table Cleanliness





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Recap

1. Found your highest-cost inconsistency zones
2. Turned tribal knowledge into systems (with 4 steps)
3. Leave with your first core systems to standardize



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Final Thoughts

1. Clarity beats control

2. Systems create better leaders

3. Consistency wins



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Questions?

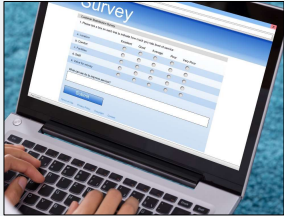
We're Ready to Answer!

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Share Your Feedback Today



Just 4 quick questions!

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Upcoming Webinar

July 30, 2026

RO Quick-fire Q&A:
Rapid-fire Answers, Fresh Features
& New Content



Kelli Laube
Hospitality Trainer



Patricia Estevez Luque
Client Success Manager



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Upcoming Workshop

Restaurant Entrepreneurship Bootcamp:
Build, Launch, and Scale a High-
Performance Restaurant Business

August 5, 2026

1PM-5PM ET



Sara Bray
VP, Workforce & Business
Development



Chip Romp
Senior Director, Workforce
Development



Investment:
\$500 Subscribers
\$799 Non-Subscribers

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Upcoming Workshop

Restaurant Entrepreneurship Bootcamp:
Build, Launch, and Scale a High-
Performance Restaurant Business

August 5, 2026

1PM-5PM ET

What You'll Walk Away With

- Tools to create a clear, validated restaurant concept that stands out
- A realistic financial plan (startup costs, sales, break-even)
- Proven systems to control food, labor, and cash flow
- Leadership strategies to build and retain a strong team
- Practical tools to drive repeat guests and increase revenue



Investment:
\$500 Subscribers
\$799 Non-Subscribers

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Thanks for attending!

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